

**OLIVE VIEW-UCLA MEDICAL CENTER  
CLINICAL SOCIAL WORK  
POLICY & PROCEDURE**

**NUMBER: 1298  
VERSION: 2**

**SUBJECT/TITLE: STAND BY AND CALL BACK**

**Purpose:**

To provide after-hours Clinical Social Work support to the interdisciplinary team in order to meet the psychosocial needs of patients/families experiencing difficulty in managing crisis situations. The request for the intervention of a Stand By/Call Back Clinical Social Worker is appropriate when it will likely result in immediate reduction of the crisis situation thus enhancing the well-being of both patient and family.

**Policy:**

All Los Angeles County Clinical Social Workers will provide “Stand By/Call Back” coverage.

The hours for “Stand By/Call Back” are: Monday – Sunday 7:30p.m. to 7:00a.m..

**Procedures:**

All Los Angeles County Clinical Social Workers and Senior Clinical Social Workers are included on the schedule.

Stand By/Call Back rotation is assigned on a Wednesday p.m. -through-Wednesday a.m. basis.

The Clinical Social Worker will be contacted by Nursing Administration or Emergency Room staff based on “Criteria for Referral” (see below).

The action may be a phone consultation or, if necessary, the worker will report to the hospital. The Clinical Social Worker is authorized to report to the hospital without contacting a CSW Supervisor. If there is a question whether or not for CSW to report to the hospital, the CSW Director, or delegated authority, should be contacted immediately.

When the Saturday/Sunday Clinical Social Worker has a scheduled or unscheduled day off there will be an efforts made to fill the open shifts with other Clinical Social Workers with Overtime. If a Clinical Social Worker is not available for Overtime the Stand By/Call Back Worker will be the backup and will be available by the Stand By/Call Back pager. In the event of an unscheduled day off, the Saturday/Sunday Clinical Social Worker has the responsibility to contact the Stand By/Call Back worker and the Director, or appointed authority, immediately.

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Note: The Stand By/Call Back schedule is distributed to the CSW Staff on a quarterly basis. It is subject to revision as needed. The pager number is 818 313-1637.

### **Role of Administrative Nurse on Duty**

The Administrative Nurse on duty will screen the patient/family crisis situation to assess the need for an immediate social work response. After determination of the need for social work intervention, the Nurse Manager will identify and authorize the appropriate hospital staff to contact the Stand By/Call Back Worker.

The Clinical Social Work service offers two types of on-call services:

1. Consultation service via phone
2. Call back service for specific criteria

#### In-Person Call Back Criteria

- Major trauma or life-threatening condition (including physical or emotional trauma)
- Major deterioration of a child's condition
- The death of a child
- Intrauterine Fetal Demise
- Safe Surrender

The following circumstances MAY require Clinical Social Work intervention or consult over the phone:

- Substance Use (alcohol and/or drugs; prescription and/or illicit)
- Domestic Violence
- Elder Abuse and Neglect- report can be made by any mandated reporter
- Child Abuse- report can be made by any mandated reporter
- Patient threatening to leave AMA
- Family crisis following the diagnosis of a serious illness

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**GUIDELINES FOR SITUATIONS THAT DO NOT REQUIRE  
A SOCIAL WORKER TO REPORT TO THE HOSPITAL**

<i>Situation</i>	<i>Advisement to caller as to why we cannot help</i>	<i>What caller can do</i>
<b>Placement Problem</b> (Homeless, skilled nursing, hospice, drug/alcohol rehab, board & care)	Lower level care programs will not accept patients late in the day or on weekends unless arrangements were made previously during regular working hours.	Place a request for Social Work through the computer system's order control. Social Work staff will respond during regular work hours Monday through Friday except County holidays.
<b>Transportation Problem</b> (bus fare)	Cashier's office is not open to disburse cash for bus fare.	Follow <b>After-Hours Protocol</b> (CSW Dept. Policy # 207) for Taxi Vouchers.
<b>Durable Medical Equipment Problem</b> 1. New prescription	1. Prescription request must have been initiated prior to 5:00 p.m., Monday through Friday.	1. Direct physician to bring DME Rx to Clinical Social Work Department M-F 8:00 a.m.-5:00 p.m. except on County holidays.
2. Problem with equipment delivery	2. Venders are not available after 5:00 p.m. for problem resolution.	2. If equipment is critical, discharge of an in-patient can be delayed. If the patient is at home without equipment, the patient/family should be advised of the option of coming to the Emergency Department.

LS, Implemented 10/00; Rev. 1/02, Rev. 12/06, Rev. 8/07 Rev., 6/17

References:	
Approved by: Patricia Evans (Clinical Social Work Chief I)	Date: 6/20/2017
Review Date: 3/1/02 JS, 5/2/03 JS, 3/18/04 JS, 7/18/04 JS, 9/26/06 JS, 7/13/07, 4/27/11 6/20/2017PE	Revision Date:
Next Review Date: 6/2020	
Distribution: Clinical Social Work	
Original Date: 04/01/1993	

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